



STATE OF NH  
DEPT OF JUSTICE  
2016 JUL 14 AM 9:46

IAP Worldwide Services, Inc.  
7315 N. Atlantic Avenue  
Cape Canaveral, FL 32920

Office of the Attorney General  
State of New Hampshire  
33 Capitol Street  
Concord, NH 03301

July 13, 2016

Re: Legal Notice of Information Security Breach Pursuant to N.H. Rev. Stat. Ann. § 359-C:19

To Whom It May Concern:

In accordance with the above-referenced provision of New Hampshire law, this correspondence is to inform you of an information security incident affecting four (4) New Hampshire residents.

This incident arises from an unknown third party obtaining unauthorized access to an IAP information system that stores personal information. In late May 2016, IAP detected unauthorized access to its information technology network and immediately began an investigation. On June 14, 2016, IAP identified that personal information was stored on a specific system affected by this incident that belonged to Readiness Management Support (RMS), IAP's wholly-owned subsidiary. IAP later identified affected individuals whose personal information may have been stored on that system and accessed by an unauthorized person.

The information disclosed may have included, among other items, affected individuals' name, address, Social Security number, date of birth, passport information, bank account information, medical information (though not medical information that was held by a HIPAA-covered entity), driver's license, and/or other government-issued ID. Although IAP continues to investigate this incident, there is currently no indication that any payment card information was disclosed.

Upon learning of this incident, IAP took immediate steps to investigate the incident, identify affected individuals, and mitigate risks posed by the incident. IAP provided a written communication from its Vice President of Human Resources, Communications, and Corporate Services to current employees on July 13, 2016, and a letter will be sent by first-class mail on July 14, 2016 to all affected individuals. IAP has also:

- engaged a forensic analysis firm to investigate the unauthorized access;
- notified and cooperated with federal law enforcement;
- enhanced its network security in response to the incident, including increasing IAP's capabilities to monitor and detect this type of anomalous activity;
- engaged AllClear ID to provide each affected individual with twenty-four (24) months of free credit monitoring, identity-theft insurance, identity theft counseling, and other services;



- established an email address and provided a toll-free number for additional questions from affected individuals; and
- provided additional guidance on placing fraud alerts and similar measures to avoid identity theft.

Enclosed is a copy of the letter that will be mailed to all potentially affected individuals on July 14, 2016. The letter includes (1) a description of the incident and the type of personal information at issue; (2) the actions taken by IAP to protect personal information from further unauthorized access; (3) IAP's address and a toll-free phone number to call for further information and assistance; (4) information on how the individual may enroll in free credit monitoring and other services paid for and arranged by IAP; (5) information about how to place a fraud alert or security freeze on a credit report; (6) the toll-free numbers and addresses for the major consumer reporting agencies; (7) the toll-free number, address, and website for the Federal Trade Commission, and a statement that individuals can obtain information on identity theft from this source; and (8) advice that directs the individual to remain vigilant by reviewing account statements and monitoring free credit reports.

If you have any questions or need further information regarding this incident, please do not hesitate to contact me.

Sincerely,



Rochelle L. Cooper  
Senior Vice President & General Counsel  
IAP Worldwide Services, Inc.  
7315 North Atlantic Avenue, Cape Canaveral, FL 32920  
Shelly.L.Cooper@iapws.com

ENCLOSURE





00001  
JOHN Q. SAMPLE  
1234 MAIN STREET  
ANYTOWN US 12345-6789

July 14, 2016

## NOTICE OF DATA BREACH

### **What Happened?**

We are writing to make you aware of a recent incident that may have resulted in unauthorized access to certain of your personal information. In late May 2016, IAP detected unauthorized access to its information technology network and immediately began an investigation. On June 14, 2016, we identified that personal information was stored on a specific system affected by this incident that belonged to Readiness Management Support (RMS), IAP's wholly-owned subsidiary. We later determined that your personal information may have been stored on that system and accessed by an unauthorized person.

### **What Information Was Involved?**

The information disclosed may have included, among other items, your name, address, Social Security number, date of birth, passport information, bank account information, medical information, driver's license, and/or other government-issued ID. Although we are continuing to investigate this incident, we do not believe any payment card information was disclosed. We are not aware of any evidence suggesting misuse of your information.

### **What We Are Doing.**

Upon learning of this incident, IAP took immediate steps to investigate the incident, identify affected individuals, and mitigate risks posed by the incident. We also engaged a forensic analysis firm to investigate the unauthorized access and notified law enforcement of the incident. We are implementing additional measures to enhance our information technology security in response to this incident, including increasing our capabilities to monitor and detect this type of anomalous activity.

As a precautionary matter, we have contracted with AllClear ID to provide you with credit monitoring services for 24 months, at no cost to you. This service is designed to keep you informed of how your personal data is being used and to provide you with identity protection services focused on identification and resolution of identity theft. To sign up for this service follow the instructions included in Attachment A. You will be able to access this offer at no cost at any point in the 24-month period.

### **What You Can Do.**

Regardless of whether you elect to enroll in the credit monitoring service, we strongly recommend that you remain vigilant and regularly review and monitor all of your credit history to guard against any unauthorized transactions or activity. We also recommend that you closely monitor your account statements and notify your financial institution if you suspect any unauthorized activity. Attachment B contains more information about steps you can take to protect yourself against fraud and identity theft.



**For More Information.**

IAP takes this matter very seriously. Please be assured that we are taking steps to address the incident and to protect the security of your data.

If you have any questions about this notice or the incident, please feel free to contact IAP at (321) 784-7776 or IAPprotect@iapws.com.

Sincerely,

A handwritten signature in cursive script that reads "Barbara A. Jerich".

Barbara Jerich, Vice President of Human Resources, Communications, and Corporate Services  
IAP Worldwide Services, Inc.  
7315 N. Atlantic Avenue  
Cape Canaveral, FL 32920

## **ATTACHMENT A**

To help protect your identity we are offering a 24-month membership with AllClear ID at no cost to you.

You have automatic access to AllClear Identity Repair with no enrollment required. If a problem arises, simply call 1-855-253-6227 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear ID's Credit Monitoring and Identity Theft Monitoring services keep you informed of how your personal data is being used. They help detect possible misuse of your personal information and focuses on the immediate identification and resolution of identity theft.

To receive AllClear Credit Monitoring at no cost, you may enroll at any time during the 24-month period, using the following process:

1. **VISIT** AllClear ID's website to enroll: [enroll.allclearid.com](http://enroll.allclearid.com) or enroll by phone by calling 1-855-253-6227.
2. **PROVIDE** your Activation Code: Redemption Code.

### **Additional details regarding your 24-month AllClear ID Membership:**

A credit card is not required for enrollment.

Once your AllClear Credit Monitoring membership is activated, you will receive the following features:

- **Triple Bureau Credit Monitoring:** Alerts you when there are changes to your credit file. Triple Bureau Credit Option is provided at no cost to you, and requires activation and acceptance of the AllClear ID alert filtering policy.
- **Identity Theft Monitoring:** This service operates in partnership with the National Cyber-Forensics & Training Alliance (NCFTA), which runs a global clearinghouse for stolen credentials. Federal law enforcement agencies, other government agencies, businesses, and academia find compromised consumer data through research and fraud prevention work and report the information to the NCFTA. You will be alerted if AllClear ID receives compromised data from the NCFTA that matches yours.
- **Fast and Secure Phone Alerts:** AllClear ID's patented alert technology keeps you informed of how your identity is being used. Your secure Voice Key also confirms that calls from AllClear ID are legitimate—not a phone scam or potential thief. If you receive a secure phone alert and suspect fraud, simply press the \* key, and you will be connected immediately to one of AllClear ID's expert investigators.
- **\$1 Million in Identity Theft Insurance Coverage:** Provides reimbursement of certain fees, lost wages, and fraud losses related to identity recovery. There is no deductible for this insurance.
- **Lost Wallet Protection:** AllClear ID's licensed fraud investigators expedite cancelling and replacing your credit and debit cards if your wallet is lost or stolen.

If you have any questions about AllClear ID's services, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact AllClear ID's customer care team at 1-855-253-6227.





## **ATTACHMENT B**

### Additional Information

To protect against possible fraud, identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements and to monitor your credit reports. Provided below are the names and contact information for the three major U.S. credit bureaus, and additional information about steps you can take to obtain a free credit report and place a fraud alert or security freeze on your credit report. If you believe you are a victim of fraud or identity theft you should consider contacting your local law enforcement agency, your State's attorney general, or the Federal Trade Commission.

#### INFORMATION ON OBTAINING A FREE CREDIT REPORT

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit reports, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free (877) 322-8228.

#### INFORMATION ON IMPLEMENTING A FRAUD ALERT OR SECURITY FREEZE

Consider contacting the three major credit bureaus at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$10.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a fraud alert or security freeze on your credit report, you must contact the three credit bureaus below:

Equifax:  
Office of Fraud Assistance  
P.O. Box 105069  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian:  
Credit Fraud Center  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion:  
TransUnion LLC  
P.O. Box 2000  
Chester, PA 19022-2000  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either a police report, investigative report, or complaint to a law enforcement agency concerning identity theft; and



8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

You may also contact the U.S. Federal Trade Commission ("FTC") for further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted at 400 7th St. SW, Washington, DC 20024; telephone 1-877-382-4357; or [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

#### ADDITIONAL RESOURCES

Your State Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, and/or the FTC.

**Maryland Residents:** The Attorney General can be contacted at Office of Attorney General, 200 St. Paul Place, Baltimore, MD 21202; (888) 743-0023; or <http://www.oag.state.md.us>.

**Massachusetts Residents:** Under Massachusetts law, you have the right to obtain any police report filed in connection to the incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

**North Carolina Residents:** The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; (877) 566-7226; or <http://www.ncdoj.gov>.

**Rhode Island Residents:** The Attorney General can be contacted at Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903; (401) 274-4400; or <http://www.riag.ri.gov/>. You may also file a police report by contacting local or state law enforcement agencies.

## AllClear Identity Repair Terms of Use

If you become a victim of fraud using your personal information without authorization, AllClear ID will help recover your financial losses and restore your identity. Benefits include:

- 24 months of coverage with no enrollment required;
- No cost to you – ever. AllClear Identity Repair is paid for by the participating Company.

### **Services Provided**

If you suspect identity theft, simply call AllClear ID to file a claim. AllClear ID will provide appropriate and necessary remediation services ("Services") to help restore the compromised accounts and your identity to the state prior to the incident of fraud. Services are determined at the sole discretion of AllClear ID and are subject to the terms and conditions found on the AllClear ID website. AllClear Identity Repair is not an insurance policy, and AllClear ID will not make payments or reimbursements to you for any financial loss, liabilities or expenses you incur.

### **Coverage Period**

Service is automatically available to you with no enrollment required for 24 months from the date of the breach incident notification you received from Company (the "Coverage Period"). Fraud Events that occurred prior to your Coverage Period are not covered by AllClear Identity Repair services.

### **Eligibility Requirements**

To be eligible for Services under AllClear Identity Repair coverage, you must fully comply, without limitations, with your obligations under the terms herein, you must be a citizen or legal resident eighteen (18) years of age or older, and have a valid U.S. Social Security number. Minors under eighteen (18) years of age may be eligible, but must be sponsored by a parent or guardian. The Services cover only you and your personal financial and medical accounts that are directly associated with your valid U.S. Social Security number, including but not limited to credit card, bank, or other financial accounts and/or medical accounts.

### **How to File a Claim**

If you become a victim of fraud covered by the AllClear Identity Repair services, you must:

- Notify AllClear ID by calling 1.855.434.8077 to report the fraud prior to expiration of your Coverage Period.
- Provide proof of eligibility for AllClear Identity Repair by providing the redemption code on the notification letter you received from the sponsor Company.
- Fully cooperate and be truthful with AllClear ID about the Event and agree to execute any documents AllClear ID may reasonably require;
- Fully cooperate with AllClear ID in any remediation process, including, but not limited to, providing AllClear ID with copies of all available investigation files or reports from any institution, including, but not limited to, credit institutions or law enforcement agencies, relating to the alleged theft;

### **Coverage under AllClear Identity Repair Does Not Apply to the Following:**

Any expense, damage or loss:

- Due to
  - Any transactions on your financial accounts made by authorized users, even if acting without your knowledge
  - Any act of theft, deceit, collusion, dishonesty or criminal act by you or any person acting in concert with you, or by any of your authorized representatives, whether acting alone or in collusion with you or others (collectively, your "Misrepresentation")
- Incurred by you from an Event that did not occur during your coverage period;
- In connection with an Event that you fail to report to AllClear ID prior to the expiration of your AllClear Identity Repair coverage period.

### **Other Exclusions:**

- AllClear ID will not pay or be obligated for any costs or expenses other than as described herein, including without limitation fees of any service providers not retained by AllClear ID; AllClear ID reserves the right to investigate any asserted claim to determine its validity;
- AllClear ID is not an insurance company, and AllClear Identity Repair is not an insurance policy; AllClear ID will not make payments or reimbursements to you for any loss or liability you may incur; and
- AllClear ID is not a credit repair organization, is not a credit counseling service, and does not promise to help you improve your credit history or rating beyond resolving incidents of fraud;
- AllClear ID reserves the right to reasonably investigate any asserted claim to determine its validity. All recipients of Identity Repair coverage are expected to protect their personal information in a reasonable way at all times. Accordingly, recipients will not deliberately or recklessly disclose or publish their Social Security number or any other personal information to those who would reasonably be expected to improperly use or disclose that Personal Information.

### **Opt-out Policy**

If for any reason you wish to have your information removed from the eligibility database for AllClear Identity Repair, please contact AllClear ID:

<b>E-mail</b> support@allclearid.com	<b>Mail</b> AllClear ID, Inc. 823 Congress Avenue Suite 300 Austin, Texas 78701	<b>Phone</b> 1.855.434.8077
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